

## **Customer Service Representative**

Pregis is a leading protective packaging company with manufacturing facilities in Stevenage (UK), Herbrechtingen (Germany) and Heerlen/ Eindhoven (The Netherlands). We manufacture a wide range of innovative and sustainable packaging solutions that we supply to customers throughout Europe. Everything we do at Pregis revolves around our customers. Our ambition is to grow considerably, which requires a flawless, consistent and reliable Customer Service organisation.

To support our exciting and challenging growth opportunities in Europe we have an opening for an experienced Customer Service Representative for our CS team.

## **General Purpose of the Job**

As a Customer Service Representative, you are the most important interface between the customer and the Pregis organization. You ensure that customer concerns and queries are dealt with adequately, manage our services to customers and transfer product knowledge. You will be the linking pin between customers, sales and service in line with the company's sales strategy and purpose to Protect, Preserve and Inspyre.

## **Your responsibilities**

- Support the Sales team by managing the complete sales order process from receipt of the order through to dispatch and support with contracts and quotations
- Manage returns and credit notes
- Ensure timely response to all requests to customer, inform customers proactively about product shortages and delays
- Accept and assess incoming questions, complaints or customer reports queries about (purchased) products, services and/ or delivery
- Handle, resolve and/or communicate (mainly) first-line general and/or technical questions, complaints and reports about products or services
- Keep accurate records and document customer service actions
- Support Sales in keeping install base of company owned equipment in field up to date at all times
- Record and tracking data of new and existing customers in the appropriate systems
- Contribute to improve internal procedures and processes
- Process of shipments incl. preparing shipment and export documentation and inventory transactions
- Ensure effective communication with team members and Pregis stakeholders

### Your profile

- You have at least 2 - 5 years of experience as a Customer Service representative in an international company and ability to work remotely
- You are an inspirational, motivated and creative employee that connects to our customers and take ownership in delivering excellent service
- You have proven ability to establish a customer service that adds value to the business and our customers beyond transactional processing;
- You are able to work in a pressured environment;
- You have strong organisational and communication skills, preferably in an international environment with background in logistics;
- You are very familiar with MS Office, including great command of Excel and ERP, preferably SAP;
- Your both written and verbal communication skills in English and at least one other foreign language, like German or French, are excellent, another European language skill will be an additional asset;
- You are representative and will be an ambassador for the company;
- You demonstrate abilities to work effectively both independently as well as in a team;
- You are prepared to work both remotely and in the office, occasional customer visits.

This is a great opportunity for a driven Customer Service Representative that wants to be part of an ambitious organisation and team, with lots of opportunities for personal and professional growth. We are an informal organisation, where we challenge you and want you to challenge us. Your contribution will make a direct impact on our day to day operations. We put our people first, in line with our Pregis purpose to Protect, to Preserve and to Inspire: we want them to feel safe and secure, we give them the opportunity to release their full potential and provide them with challenging and rewarding projects and career opportunities.

Apply!

For questions you can contact Monique van Weert via 0682486301 or you can apply directly to [EU-HR@pregis.com](mailto:EU-HR@pregis.com).